

Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

Date: 2/10/15

Name of Provider Robin Calister	County Polk	
Care Address 1175 21 st St Apt 1	City Des Moines	Zip Code 50311
Mailing Address —	City —	Zip Code —
Phone —	Email —	

Date of Complaint: 1/26/15

Date of visit: 2/9/15

<input type="checkbox"/> Scheduled	<input checked="" type="checkbox"/> Unannounced	<input type="checkbox"/> N/A
<input checked="" type="checkbox"/> Non-Compliance with Regulations Founded	<input type="checkbox"/> Compliance with Regulations Found	
<input type="checkbox"/> N/A		

RECOMMENDATION FOR REGISTRATION:

<input checked="" type="checkbox"/> No CHANGES to registration status recommended
<input type="checkbox"/> REVOCATION of Registration

CATEGORY OF CARE:

<input checked="" type="checkbox"/> Category A
<input type="checkbox"/> Category B
<input type="checkbox"/> Category C (with no co-provider)
<input type="checkbox"/> Category C (with co-provider)

Summary of Complaint: The Department received a complaint regarding a child who was burned by a hot iron while in the care of provider Robin Calister.

Rule Basis and Findings of Complaints:

110.5(1) Conditions in the home are safe, sanitary, and free of hazards.
110.5(9)a Gives careful supervision at all times.

Findings: An unannounced visit was conducted on 2/9/15. Provider Robin Callister admitted she had stepped outside the home to visit with a parent picking up another child on the day of the incident. While visiting with the other parent, Robin's own

daughter plugged in an iron, and while handling the hot iron, burned one of the young children in Robin's care on the arm and on the back. The burns were significant enough to require professional medical treatment.

Robin is currently down to caring for only one child. At the time of my spot check, her home environment has noticeably declined in regards to being in full compliance as a Child Development Home. After the serious injury/accident with the iron, I would have expected Robin to have the iron not accessible to her daughter or any children in her care. During my unannounced visit, the iron and ironing board were set up in her daughter's bedroom which connects to the living room. Robin reported she had just recently set up the iron, and no children were present during my spot check. The iron was not hot and not in use, so my deduction is that it had not just been set up in this location just before my arrival, but had been there most of the morning.

Based on my findings, Robin is out of compliance with proper supervision and with maintaining a safe, sanitary, and hazard free environment.

Robin admitted that since the accident, she has been discouraged about her current state of the childcare operation and that she has allowed things to decline. She admitted she has been smoking in the home during off hours, and that the cleanliness of the apartment has declined. A full spot check was conducted and all observed compliance problems are identified in the next section of this report. I shared a business card for Robin's CCR&R representative and strongly encouraged Robin to get some help in working through my corrective action request.

Resolution and Action Required:

My two immediate concerns in the home were the continued access of the iron to children, and the smoking in the home during off hours. I had Robin put the iron up in a safe location not accessible to children. Robin signed a safety plan agreeing that the iron would not be accessible to children as long as she remained registered, and that all smoking in the home would cease immediately.

I also had Robin secure cleaning supplies and some medication that was accessible to children during my visit. Below is a list of other compliance problems that will be addressed with this ongoing corrective action request. I will conduct an in-person re-check sometime on or after 4/7/15.

This letter is in regards to the 2/9/15 complaint check of your Category A, Registered Child Development Home. Iowa Code Chapter 237A and 441 Iowa Administrative Code, Chapter 110, describes specific requirements that must be met by a Registered Child Development Home. The following areas were out of compliance at the time of my visit:

☐ 110.5(1) Conditions in the home are safe, sanitary, and free of hazards. (You need to conduct some significant clutter reduction on the entire main floor of the home and need to be sure the iron is secure and not accessible to children.)

☐ 110.5(1)a Numbers for police, fire, ambulance, poison information posted by phone. (You need to post emergency and parent contact phone numbers near your phone.)

☐ 110.5(1)a Numbers for each child's parent, physician, and a responsible person are accessible by the phone.

☐ 110.5(1)b All medicines and poisonous, toxic, or otherwise unsafe materials are secured from access by a child. (You need to secure all of the cleaning supplies in your kitchen and in your bathroom. Either child safety locks need to be applied to your lower cabinets, or all medications and cleaning supplies need to be moved out of reach of children.)

☐ 110.5(1)e All accessible electrical outlets are safely capped. (You need to install plastic safety caps on all exposed electrical outlets.)

☐ 110.5(1)k Fire and tornado drills are practiced monthly and documentation kept. (You need to practice and record monthly fire/tornado drills. I suggest using the Emergency Drill Record sheet I shared with you.)

☐ 110.5(1)n Has a minimum of one single-station, battery-operated, UL-approved smoke detector in each child-occupied room and at the top of every stairway. (You need to install a battery operated smoke detector in your living room and in the kid's bedroom.)

☐ 110.5(1)o Smoking and the use of tobacco products is prohibited at all times in the home and vehicles used to transport children. Smoking and use of tobacco products prohibited in outdoor play area during hours of operation. (All smoking inside the home must cease.)

110.5(2) A provider file is maintained and contains:

☐ 110.5(2)b Certification by an approved trainer/organization in infant and child first-aid that includes mouth-to-mouth resuscitation. Certification will be maintained throughout period of registration. If they are unable to locate first aid training that includes mouth-to-mouth resuscitation, they must complete both a first aid course and CPR. (You need to find/obtain current CPR and First Aid training certification to be kept on file.)

110.5(9) The provider meets the following requirements:

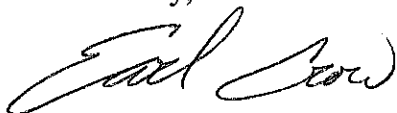
☐ 110.5(9)a Gives careful supervision at all times. (You cannot ever leave the children unattended.)

Non-compliance with any of the mandated regulatory requirements listed above may lead to the cancellation or revocation of your Child Development Home Registration. **Please take whatever steps are necessary to completely address each of the violations noted above. It is essential you correct all above-mentioned violations on or before** 4/7/15.

☒ Based on the items out of compliance listed above, you will be required to have a re-check or follow-up visit to your home. This visit will occur on or after 4/7/15.

Please call me if you have any further questions.

Sincerely,



Earl Crow
Child Development Home Compliance Checks
DHS, Story County
(515) 268-7106

C. Mark Chappelle
Social Work Supervisor
DHS, Dallas County
(515) 993-1705

Always Remember:

Child Care Resource and Referral is an excellent resource for providers to access training options and support in your area. You can reach Child Care Resource and Referral at 1-800-722-7619.

As you plan your future trainings to meet your 24 hours of training requirement, please remember that you need to use only DHS approved training and only 12 hours can be by self-study. You can access the approved training by going to [http://dhs.iowa.gov/sites/default/files/CC Professional Development.pdf](http://dhs.iowa.gov/sites/default/files/CC%20Professional%20Development.pdf) and you can sign up for training at <https://ccmis.dhs.state.ia.us/trainingregistry/>

All providers need to maintain compliance with rules set out in Iowa Administrative Code, Chapter 110, which includes: 441 IAC 110.5(1): Check with the appropriate authorities to determine how the following local, state, or federal laws apply to you: • Zoning code • Building code • Fire code • Business license • State and federal income tax • Unemployment insurance • Worker's Compensation • Minimum wage and hour requirements • OSHA • Americans with Disabilities Act (ADA).